

FIG. 1

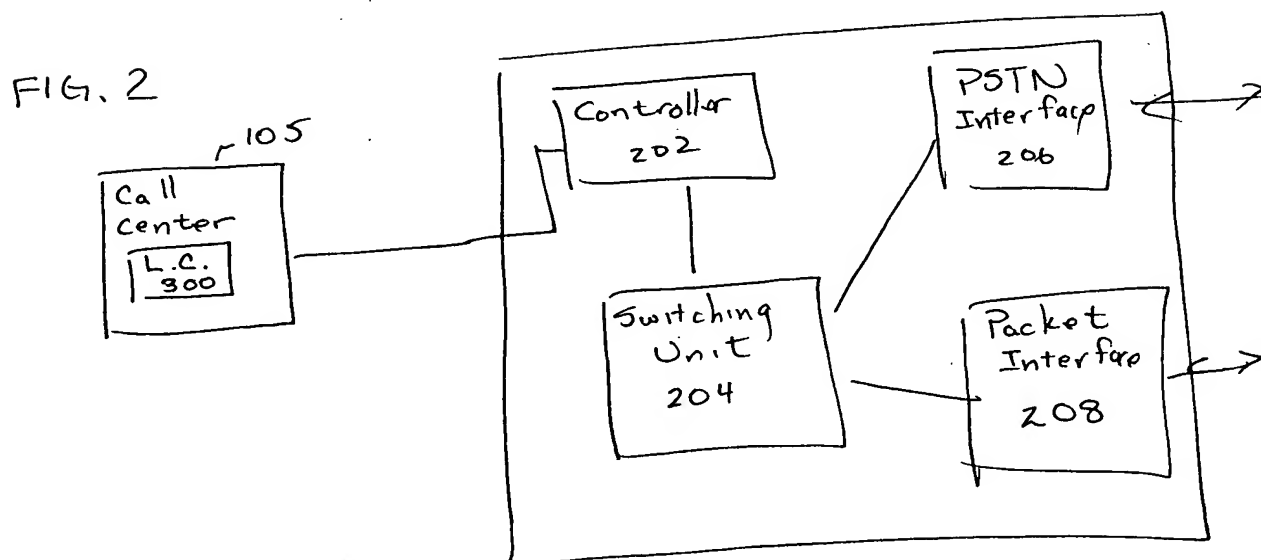


FIG. 2

FIG. 3

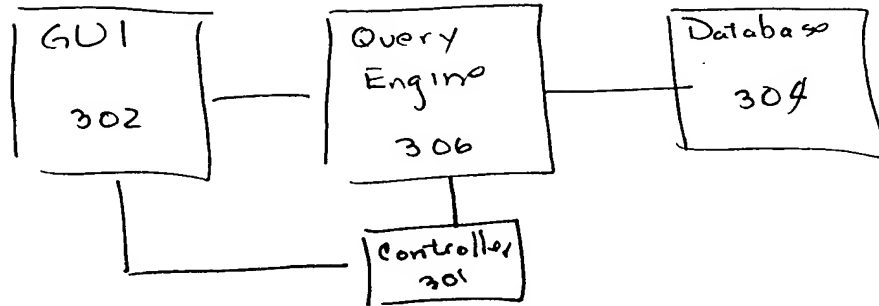
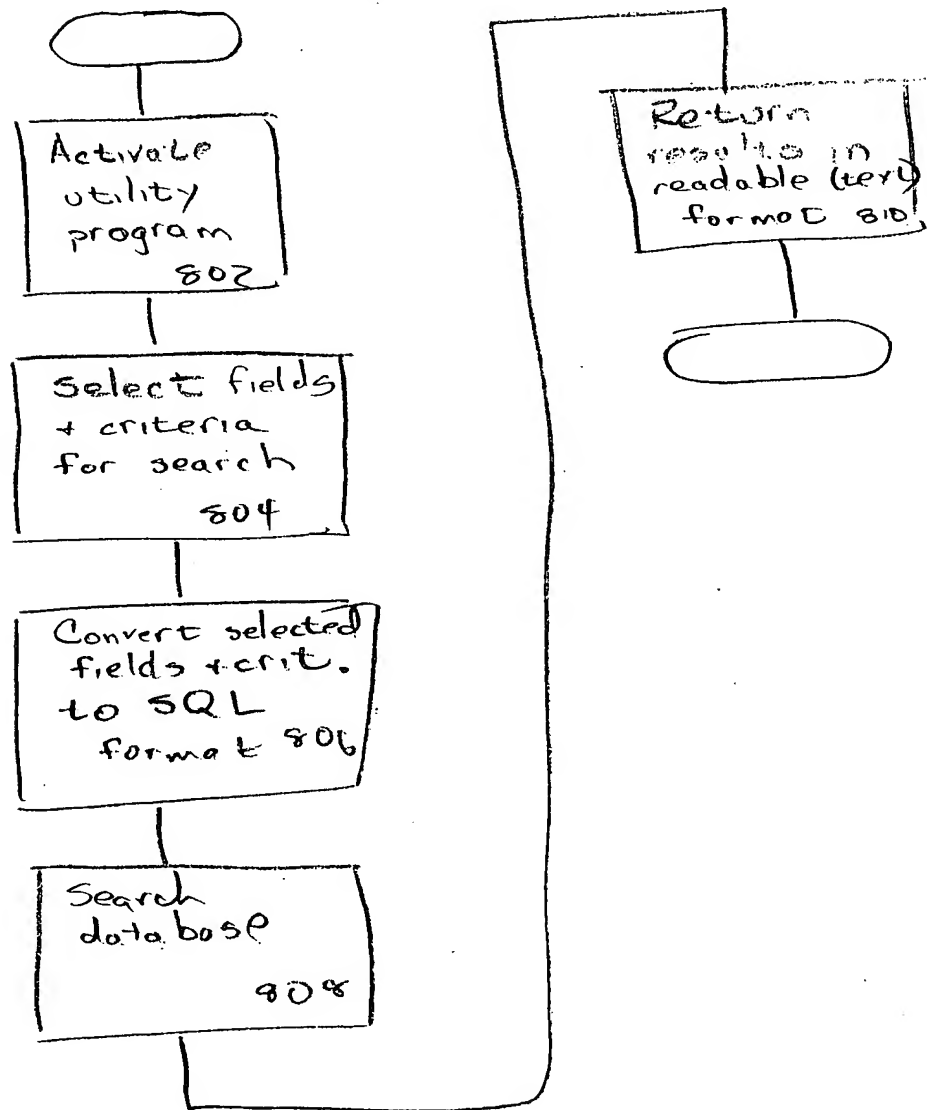
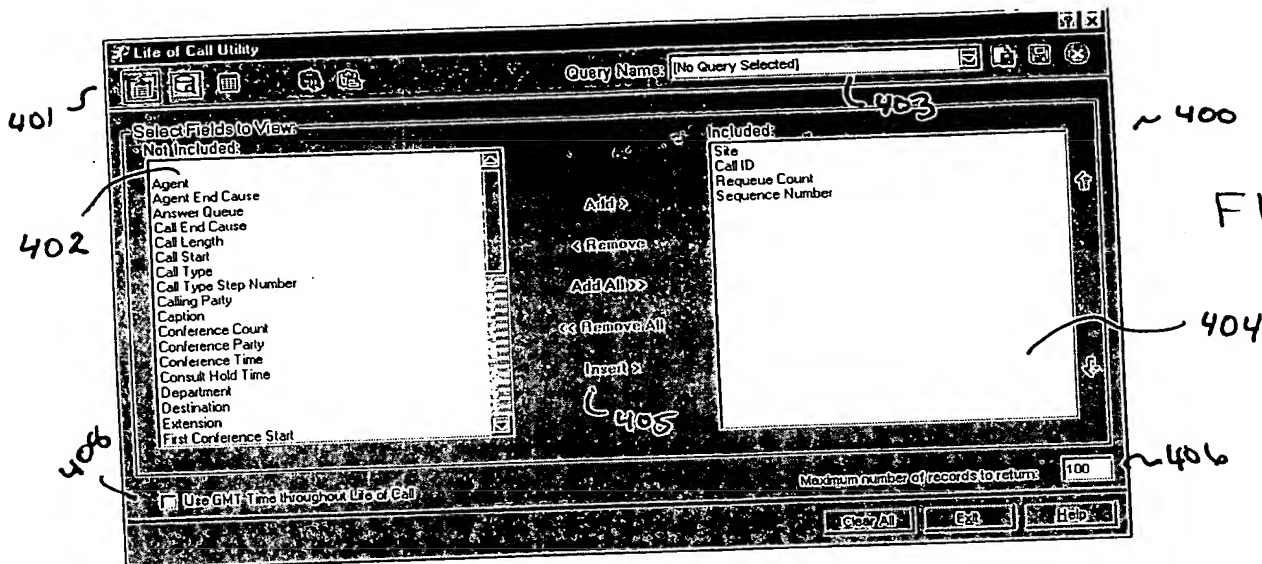






FIG. 8





-  Select fields for query ~ 401a
-  Apply criteria to fields ~ 401b
-  Display results of query ~ 401c
-  Copy SQL statement to clipboard ~ 401d





-  Copy query results to clipboard. This enables you to print the results. ~ 401e
-  Save as a new query ~ 401f
-  Update the current query ~ 401g
-  Delete the current query ~ 401h

FIG. 5

BEST AVAILABLE COPY

Life of Call Utility

Query Name: [No Query Selected]

Select a field to apply criteria:

Field Name	Data Type
Agent	Alpha
Agent End Cause	Alpha
Answer Queue	Alpha
Call End Cause	Numeric
Call ID	Alpha
<input checked="" type="checkbox"/> Call Length	Numeric
Call Start	Date Time
Call Type	Alpha
Call Type Step Number	Numeric
Calling Party	Numeric
Caption	Alpha
Conference Count	Numeric
Conference Party	Numeric
Conference Time	Numeric
Consult Hold Time	Numeric
Department	Alpha

Field: Call Length

Criteria: Equal To

Data Value: 180

And

Clear All Exit Help

Handwritten annotations: 401, 600, 604, 606, 608, 614, 612, 616

FIG. 6

Life of Call Utility

Query Name: [No Query Selected]

Call ID	Agent	Requeue Count	Site	Sequence Number	Call Start	Call U
19809439136862	...	0	SMAUG		11/29/99 3:14:46 PM	51
78609439139762	...	0	SMAUG		11/29/99 3:19:38 PM	10
38509439139902	...	0	SMAUG		11/29/99 3:19:52 PM	5
43609439140252	...	0	SMAUG		11/29/99 3:20:26 PM	10
15409439142472	First5 F Last5	0	SMAUG	1	11/29/99 3:24:08 PM	14
83309439144402	First5 F Last5	0	SMAUG	1	11/29/99 3:27:20 PM	34
65809439145482	First5 F Last5	-1	SMAUG	1	11/29/99 3:29:08 PM	52
09309439151782	First4 P Last4	0	SMAUG	2	11/29/99 3:39:38 PM	93
09309439151782	First5 F Last5	0	SMAUG	1	11/29/99 3:39:38 PM	93
25309439152892	First40 Last40	-1	SMAUG	1	11/29/99 3:41:29 PM	3
25309439152892	First4 P Last4	-1	SMAUG	2	11/29/99 3:41:29 PM	3
77409439153032	First40 Last40	-1	SMAUG	1	11/29/99 3:41:43 PM	1
77409439153032	First4 P Last4	-1	SMAUG	2	11/29/99 3:41:43 PM	1
02709439154102	First4 P Last4	0	SMAUG	1	11/29/99 3:43:30 PM	57

Call ID	Agent	Requeue Count	Site	Sequence Number	Call Start	Call U
77409439153032	First40 Last40	-1	SMAUG	1	11/29/99 3:41:43 PM	1
77409439153032	First4 P Last4	-1	SMAUG	2	11/29/99 3:41:43 PM	1

Clear All Exit Help

Handwritten annotations: 700, 702, 704

FIG. 7